

Summary Chart of Changes in W-2 that Will Be Implemented in Milwaukee and Balance of State
Request of W-2 Contracts and Implementation Committee
May 14, 2002 (areas of change have been shaded)

Area of Concern	Change that Will Be Implemented	Milwaukee	Balance of State	Scheduled Implementation Date	Comment Note: include whether statutory changes or funding, etc., is needed before implementation can occur
I. Safety Net Margaret McMahon	A. Monitor use of emergency payments under current contract provisions	Yes	Yes		
	1. Include monitoring of emergency payments as part of the division's larger W-2 monitoring effort with a focus on dissemination patterns.	Yes	Yes		Included in the division-wide monitoring plan. May 2002 – BWI currently reviewing possible alternatives to providing system data to identify cases.
	2. Develop or identify a CARES screen or some other method to assist tracking emergency payments (CARS reports, add information to Emergency Assistance grant tracking CARES screen).	Yes	Yes		Included in the division-wide monitoring plan. May 2002 – BWI currently working on CARES to assist in this effort.
	3. Ensure that W-2 applicants receive information on emergency payments.	Yes	Yes	Done	W-2 Benefits and Services brochure has been updated to include information on emergency payments. The new brochure is available on the DWS Resource Page. All W-2 agencies have been notified of the updated brochure.
	B. Ensure all Fact Finding and DHA decisions are enforced	Yes	Yes		
	1. Include FF/DHA decision enforcement as one of the roles of the IPA.	Yes	No		Pending funding for IPA contracts. May 2002 - New FF Form has been issued – Regional Offices will perform spot checks on these until IPA is implemented. We expect to start seeing these forms in June 2002.

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	2. Add language to the FF decision form (DES-10784) and the Departmental Review decision instructing the participant who to contact if the decision is not carried out in a timely fashion.	Yes	Yes	Done	Operations memo has gone to print. Language will not be added to DHA's decision form as DHA currently uses a form to track compliance. DWD and DHA will develop a communication process in which DWD will be informed of noncompliance with DHA decisions.
	3. Include in policy updates the fact that a failure by the W-2 agency to follow-through on the decision within 10 days may result in a corrective action or a failure penalty as defined in the W-2 and Related Programs contract under Sections 16.3 and 17, respectively.	Yes	Yes	Done	Operations Memo has gone to print.
	4. Conduct random sample monitoring as part of the division's larger W-2 monitoring effort of fact finding and DHA decisions to ensure compliance.	Yes	Yes	Fact-Finding and DHA Hearing decisions are monitored by Regional staff.	Included in the division-wide monitoring plan
	C. Ensure participants are notified of impending payment reductions to allow for a reconciliation process before the payment is received.	Yes	Yes		
	1. Determine cause for the delay in payment reduction notices under current payment system.	Yes	Yes	Done	CARES staff are not aware that a problem exists. Future instances of delayed notices should be brought to the attention of the appropriate regional staff and regional staff can then work with CARES staff to identify causes for delays.

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	2. Coordinate with the W-2 Advisory Panel CARES group to ensure that the reduced payment is issued relatively close to the time that the nonparticipation occurred while allowing an adequate timeframe for reconciling differences.	Yes	Yes	Based on new W-2 payment cycle implementation – TBD	Workgroup has met on several occasions. Updates will be provided as available.
	a) Send a notice near the end of the participation period (1st – 15th or 16th – 30th) that the participant's payment may be reduced and to contact worker or IPA.	Yes	Yes	Based on new W-2 payment cycle implementation – TBD	
	b) Delay the payment reduction. For example, if nonparticipation occurs from the 1st to the 15th, the reduction would not be applied to the payment issued on the 30th, but rather the next payment.	Yes	Yes	Based on new W-2 payment cycle implementation – TBD	
	3. As DWS further defines its policies on how to engage W-2 participants who are not participating, include specific guidance on how to reconcile nonparticipation issues	Yes	Yes	7/02	Will be issued via Operations Memo
	4. Determine means in which to link to the IPA once nonparticipation is identified (participant initiated, contact information on notice, etc.?)	Yes	No	TBD	Pending funding for IPA contracts

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	D. Allow benefits to be retroactive to the date of placement in the case of disputed application decisions	Yes	Yes		
	1. Pursue a statutory language change to allow for retroactive benefits for applicants.	Yes	Yes	On-going	Supporting this change as a part of the legislature's budget repair bill. If this change is not included in that bill, the Department will continue to pursue it through the 2003-2005 Biennial budget process. Department is also looking for opportunities to package this legislative change with other changes it is pursuing.
	2. Require an expedited review of any disputed application decision, e.g., 2 – 3 days. This would also expedite W-2 payment of benefits, if warranted. (Need to consider burden on FFs).	Yes	Yes	Done	Discussed with Milwaukee Fact Finders and Pat DeLessio at 11/01 Fact Finders meeting. They believe that this is not a feasible option as the current five day timeframe for expediting a FF is necessary in order to allow for the coordination of schedules for all those involved in FF reviews.
	3. Pursue internally whether the remedy for W-2 placement changes for W-2 participants should be retroactive or prospective. (This may not require a statutory language change).	Yes	Yes	On-going	Will be done in conjunction with D.1
	E. Monitor sanctions to identify patterns of concern and take appropriate actions	Yes	Yes		
	1. Continue monitoring and rectifying inappropriate sanctions on a quarterly basis using the strategies outlined in DWD's response to LAB.	Yes	Yes	On-going	Included in the division-wide monitoring plan

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	2. Include monitoring sanctions in an overall DWS W-2 monitoring plan. Sanctions monitoring could focus on:	Yes	Yes		Included in the division-wide monitoring plan
	a) W-2 agencies that fall at the extreme high and low ends of the sanctioning spectrum;	Yes	Yes	May 2002 - Will be incorporated into quarterly reports to agencies and/or on-site reviews.	Included in the division-wide monitoring plan. A report has been produced that shows the percent of cases sanctioned at 0 dollars; \$1 to \$100; \$101 to \$300; \$301 - \$500; etc.. At the May 14 th meeting, it was agreed that it is more appropriate to focus on how sanctions are being applied (item b).
	b) Appropriate application of policies and procedures;	Yes	Yes	On-going	Included in the division-wide monitoring plan. Reviewed during Inappropriate Sanctioning, Fact Finding reviews and Intensive Case Reviews. Will be included in Consecutive Monthly Sanctioning reviews as well.
	c) Areas that may benefit from technical assistance	Yes	Yes	On-going	Included in the division-wide monitoring plan. Identified during Inappropriate Sanctioning reviews and Intensive Case Reviews. Will be included in Consecutive Monthly Sanctioning reviews as well.
	d) Issues related to individuals who are being sanctioned for not participating when their nonparticipation is related to their disability. (Potential ADA issue);	Yes	Yes	On-going	Included in the division-wide monitoring plan. Included in Intensive Care Reviews and Non-extension monitoring. Will be included in Consecutive Monthly Sanctioning.

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	e) A pattern of sanctions, e.g., three consecutive months of sanctioning.	Yes	Yes	Monitoring of two months of payments of \$100 or less will begin upon development of report - Anticipate a start date of March 1, 2002	Included in the division-wide monitoring plan. May 2002 – BWI produced a report on May 7, 2002 that identifies cases that have been sanctioned \$500 or more in consecutive months. A regional review will begin on these cases.
	f) Cases that have been denied an extension due to noncooperation.	Yes	Yes	On-Going	Included in the division-wide monitoring plan. Included in non-extension monitoring
	F. Reassess all CMS placements after 30 days (rather than the current 60 days) and monitor placements exceeding 30 days	Yes	Yes		
	1. Change the timeframe in which a FEP must reassess a CMS participant from 60 days to 30 days.	Yes	Yes	Done	W-2 Manual Release issued February 25, 2002
	2. Update policy language in terms of appropriate placement if someone does not obtain employment within 30 days. (See one-pager for exact language)	Yes	Yes	Done	W-2 Manual Release issued February 25, 2002
	3. Develop a standard form that would be reviewed by the participant and FEP and signed by the participant prior to CMS placement.	Yes	Yes	5/02	Draft to be shared with the regional staff in May.

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	4. Create a report that will assist the W-2 agencies in identifying individuals that have been in CMS for more than 30 days (similar to the internal report produced by the Data Warehouse).	Yes	Yes	Done	This report is now available to the W-2 agencies. Operations Memo 02-25 issued.
	5. As a part of the monitoring process, when CMS placements go beyond 30 days, require W-2 agencies to report back to the Regional Office staff with a brief explanation of how the situation has been remedied or why the placement remains appropriate.	Yes	Yes	Regions monitor CMS cases beyond 30 days.	Included in the division-wide monitoring plan
	6. Include in the monitoring function those cases in which the participant reaches the 24-month time limit (or somewhere close to the 24th month) and is subsequently placed in CMS. Monitoring should focus on ensuring that an assessment was completed prior to placement and that proper policy for CMS placement was followed.	Yes	Yes	On-going	Included in the division-wide monitoring plan. Included in the monitoring of non-extension cases.
	G. Monitor cases that are not processed for extensions	Yes	Yes		

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	1. Finalize development of a centrally located database in order to provide easy access to extension/nonextension statistics.	Yes	Yes	5/02	Will be completed in conjunction with carrying out the W-2 Monitoring Task Force recommendations on non-extension cases.
	2. Work with W-2 agencies to follow-up with those participants who did not qualify for an extension and who voluntarily declined an extension and to offer the full resources of the Job Centers.	Yes	Yes	Early Summer	Will be completed in conjunction with carrying out the W-2 Monitoring Task Force recommendations on non-extension cases. (W-2 Monitoring Task Force recommendation does not include contacting those that voluntarily declined an extension; however, the Department intends to include those individuals in the project).
	H. Support the provision of transportation services as appropriate for eligible working families	Yes	Yes	5/02	All transportation recommendations listed below will be included in an Operations Memo.
	1. Clarify policy on transportation assistance, including:	Yes	Yes	5/02	All transportation recommendations listed below will be included in an Operations Memo.
	a) Allowable transportation assistance for people leaving the W-2 program	Yes	Yes	5/02	All transportation recommendations listed below will be included in an Operations Memo.
	b) When and how transportation assistance is available for W-2 participants,	Yes	Yes	5/02	All transportation recommendations listed below will be included in an Operations Memo.

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	c) Ensuring transportation policies recognize the need to balance day-to-day family activities (dropping off children at school and day care, family emergencies during the work or activity times) with work program goals.	Yes	Yes	5/02	All transportation recommendations listed below will be included in an Operations Memo.
	d) Reinforce the use of Job Access Loans for auto purchases.	Yes	Yes	5/02	All transportation recommendations listed below will be included in an Operations Memo.
	2. Ensure a coordinated and systematic approach to W-2 transportation services that include the WETAP grant providers and W-2 agencies.	Yes	Yes	Done	Worked with Don Chatfield and Milwaukee regions, found comprehensive coordination effort. Applications for the next round of WETAP funding, which were due in March 2002, emphasizes coordination and innovation to obtain funding. Currently setting up internet trip planner in Milwaukee.
	3. DWD should explore, and encourage W-2 agencies to explore, programs that allow easier access to cars for participants.	Yes	Yes	On-going	Explored the use of WETAP funds for this type of project; however, this is not an allowable project for those funds in Milwaukee. Will continue to pursue whether other funding is available.
	I. Monitoring CSJ worksites to ensure appropriateness of activities.	Yes	Yes		

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	1. Conduct an analysis of those participants who have been in the same CSJ worksite for the past 12 months and determine their barriers to moving on. Explore whether it would be possible to pull this information from CARES.	Yes	Yes	Done	A report that identifies CSJ workers who have been at the same worksite for at least 12 months has been created. This report revealed that very few participants stay at the same worksite for more than 12 months. For that reason, this type of analysis is not warranted at this time. However, it is recommended that this report and future analysis be rolled into the monitoring of CSJ work-sites.
	2. Include monitoring of CSJ work sites as a part of the division's larger W-2 monitoring effort with an eye toward insuring that participants are assigned to CSJ sites designed for specific training and with a specific timeframe for completing the training.	Yes	Yes	Work-Site monitoring currently being performed. All regions are performing these	Included in the division-wide monitoring plan. May 2002 – The Milwaukee Regional Office has performed several work-site visits. More will be scheduled in coming months.
	3. Work with training staff to encourage FEPs to provide up-front, on-going and concise communication regarding the necessity of participating in certain activities and the plan for advancement once those activities have been completed.	Yes	Yes	Done	All training materials have been reviewed and adequately address case management and the necessity of clear communication between the FEP and participant. CSJ training materials also emphasize that: Participants are aware of the reason they are required to complete activities and that FEPs are encouraged to be creative in assigning CSJ activities. These points will also be topics of discussion at New Worker Training Team meetings and at the Quarterly Partner Training Section meetings. Trainers will be asked to make notations in their trainer's notes to put special emphasis on these areas.

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	4. Advise agencies to explore whether a CSJ can become a Trial Job. This would allow W-2 participants to earn real wages, EITC and social security credits.	Yes	Yes	Done	Included in Administrator's Memo 02-01 on caseload management. The Department will continue to look for opportunities to encourage the creation of Trial Jobs.
	J. Ensure the proactive pursuit of SSI applications for potentially eligible W-2 participants	Yes	Yes		
	1. Provide detailed policy on the definition and activities involved in the SSI advocacy role and agreements.	Yes	Yes	Done	Included in Operations Memo 01-77
	2. Pursue a grant for specialized SSI Advocacy Training.	Yes	Yes	Done	Agencies are conducting trainings for staff using local providers and resources. In some cases, the training will count as an Enhanced Case Management credit.
	3. Expand the Case Management Resource Guide section on Social Security Administration Programs to include information on the role and duties of the SSI advocate, current forms and tips on how to expedite the application process.	Yes	Yes	Next W-2 Manual release	W-2 Manual section on SSI will be expanded to add additional SSI information.
	K. Ensuring full and consistent implementation of established processes and policies regarding extensions.	Yes	Yes		

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	1. Provide technical assistance to all Milwaukee W-2 agencies on an as-requested basis or as needed, as determined by the Department, if monitoring uncovers issues that warrant technical assistance.	Yes	No	Ongoing	Currently working with OIC to provide technical assistance.
	2. Ensure all policies and procedures related to extensions are included in the W-2 Manual and the CARES Guide.	Yes	Yes	Done	W-2 Manual release issued February 25, 2002
	3. Update training materials or develop training specific to time limits/extensions.	Yes	Yes	Done	All training materials were reviewed with an eye toward ensuring that they do not discourage agencies from applying for extensions when appropriate and that it is clear that anyone that leaves W-2 because of time limits can return to the W-2 program at any time and have an extension request reviewed. These points will also be topics of discussion at New Worker Training Team meetings and at the Quarterly Partner Training Section meetings. Trainers will be asked to make notations in their trainer's notes to put special emphasis on these areas.
	4. Review W-2 time limit extension policy to ensure it:	Yes	Yes	Done	W-2 Manual release issued February 25, 2002
	a) Doesn't discourage W-2 agencies from applying for extensions when appropriate	Yes	Yes	Done	While adding policies from the time limit Operations Memos into the W-2 Manual, the language was reviewed and updated to ensure that it did not discourage agencies from applying for extensions when appropriate.

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	b) Is clear that former W-2 participants who have reached their time limit and have either been determined not to qualify for an extension or voluntarily declined an extension have the option of returning to the program and having an extension request reviewed again at any time as well as their eligibility for other available services including Job Centers, food stamps, Medicaid, etc.	Yes	Yes	Done	While adding policies from the time limit Operations Memos into the W-2 Manual, the language was reviewed and updated to ensure that agencies understood this policy.
II. TEB - Hard to Serve W-2 Participants Heidi Hammes	A. Ensure the development and use of appropriate assessment tools				
	1. Development of W-2 Screening Process	Yes	Yes	Fall 2002	DWD working with UW Milwaukee and advisory workgroup on developing screening process and training
	2. New W-2 Assessment Requirements	Yes	Yes	Done	Implemented through W-2 Performance Standards and Update to W-2 Policy Manual
	B. Referrals to DVR and other appropriate providers for persons with disabilities				

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	1. Proposals to Federal Agencies	Yes	Yes	Dependent on Wisconsin receiving grant award	Wisconsin continues to solicit interest at the federal level on proposals to fund W-2/DVR coordination project.
	2. DVR/DWS Coordination Activities	Yes	Yes	Estimate Fall 2002	DWS working with DVR on potential projects
	C. Initiatives for persons who stay home with disabled family members				
	1. Proposal to Annie E. Casey Foundation			Dependent on Wisconsin receiving grant award.	
	2. Exploring MA-Waiver Option	Yes	Yes	Estimate January 2003	Met with DHFS to develop paper with the following options: ➤ Seek a Federal MA Waiver ➤ Pursue Federal waiver to allow more TANF funds to be transferred to the Social Security Block Grant (SSBG) to pay for program; ➤ Pursue a state statutory change to enable Wisconsin to target existing SSBG funds for this project.
	3. Monitoring W-2 Cases with placement activity of caring for family member	Yes	Yes	May 2, 2002, report produced identifying cases.	Included in the Division wide monitoring plan. The report produced will be used to help identify potential cases to be pulled for intensive case reviews, and closely reviewed during extension requests.
	D. Improve Policy for Aggregating Training Hours	Yes	Yes	Done	
	E. Improve guidance to fully implement policies on education and training				

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	1. Policy guidance through Operations Memo	Yes	Yes	Done	
	2. Supported Work Environment Concept Paper			Estimate concept paper completion date of May 2002	First meeting of full workgroup was held April 30. An initial draft paper is under development. Next meeting is June 3 rd .
	3. Concept Paper on training needs of W-2 Leavers			Estimate concept paper completion date of May 2002	First draft of paper being circulated for review by workgroup members. Next steps are to present to DWS Administrators and W-2 Monitoring Committee and then circulate to W-2 agencies for possible interest in participating.
III. TEB - Job Advancement for Low Income Workers Ceri Jenkins	A. Address unmet needs of low-income workers by assisting them in obtaining training				Subsidy pilot: Funding is major factor affecting implementation <ul style="list-style-type: none"> Planning to use WtW based on DOL change in policy (see DOL TEGL 15-01), will develop RFP for WtW Discretionary project by May 2002
	1. Pilot training subsidy program for employed families	Yes	Yes	Implement pilot Sept. 2002	Continuing research to determine details of pilot - developing detailed proposal and policies, creating cost estimates, looking at national models <ul style="list-style-type: none"> Need additional input from agencies and employers
	2. Encourage use of job retention and/or training bonuses	Yes	Yes	Ops memo 02-15 released February	
	B. Improve coordination in Milwaukee – DWD will establish a forum for partner's to discuss and coordinate work programs (example - similar former LCPT)	Yes	No	On-going	Monitoring workgroup requested that DWD facilitate a broader group that addresses the infrastructure of job centers; LCPT held meeting 2/21 – elected co-chairs and discussed coordination with Job Center Network Committee

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	C. Improving job advancement – obtain and make available labor market info to targeted industries and occupations	Yes	Yes	On-going	Paul Saeman leading effort: assessing labor market information and caseload issues and keeping agencies informed of trends
	D. Utilize coordination and retention models from balance of state	Yes	Yes	Begin after new C&I is implemented	Need to create best practices website and establish a forum for information sharing among agencies (will address with new C&I committee(s))
	E. Foster relationships with and enhance services to employers	Yes	Yes	Will set meeting for May	Establish internal workgroup to assess and coordinate DWD efforts to serve employers
V. CARES Pat McDonnell	Change the W-2 Payment Cycle to semi-monthly	Yes	Yes	TBD	No statutory change is required. An administrative rule change is in progress. The CARES work group began meeting on February 11, 2001. Meetings are underway and include local staff from Milwaukee, Waukesha and Dane. The group is exploring the processes of initial eligibility, verification, placement, attendance monitoring, good cause and payment generation (including EFT direct deposit) to ensure that we make all appropriate changes in order to generate the semi-monthly payment as soon after the participation period as possible. The target implementation date will be determined after the scope of changes is settled upon.

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VI. Milwaukee Consumer Choice Initiative Mary Rowin Nancy Buckwalter Kevin Huggins	A. Implement an Open District	Yes	No	Modified Open District to begin July 1, 2002	The Modified Open District beginning 7/1/02 will formalize existing transfer practices that allow a participant in one region to continue to receive services from that region even if the participant moves to another region. DWS will provide support for collaborative training opportunities offered by W-2 providers. The Open District Workgroup will resume meeting on 5/21/02 to review how financing will work under the Open District.
	B. Implement an Employment System Access Coordinator	Yes	No	TBD	Included as part of refocusing MCCI. DWS continues to seek funding for this portion of MCCI. Addressing Annie E. Casey Foundation concerns regarding program sustainability, overall expense, tailoring the concept for the "hard-to-serve".
	C. Independent Participant Advocate	Yes	No	TBD	Continues to be a part of the MCCI concept. DWS continues to seek funding. Revisions to a grant application to the Annie E. Casey Foundation are being finalized which would allow the IPA to operate as a three year pilot in Milwaukee.